



Emergency and Critical Incident Management Plan

A Quick Reference Guide Visitors & Staff

Greenbushes Community Resource Centre

Effective From: July 2016

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INTRODUCTION

This is intended as a Quick Reference Guide for Visitors and staff. It documents the recommended response to those specific emergencies and critical incidents that are considered the most likely to occur. This document can be downloaded from:

http://www.greenbushes.crc.net.au/uploads/6/3/2/6/63266341/emergency_management_plan_updated_december_2018.pdf

An emergency is defined as an event, actual or imminent, which:

- occurs on or off-site;
- endangers or threatens to endanger life, property or the environment; and
- requires a significant and coordinated response.

Examples of emergencies are fire, bomb threat, hazardous materials spillage, prolonged loss of a utility (e.g. water or power), cyclone, fire and floods.

A critical incident is defined as an incident in which there is a high likelihood of traumatic effects. A critical incident evokes unusual or unexpectedly strong emotional reactions, which have the potential to interfere with the ability of the individual, group or system to function either at the time or later.

Examples of critical incidents are an on-site accident causing death or serious injury, major vandalism, sexual assault, students lost or injured on a school holiday program, or intruders on site who cause harm to people or damage to property.

CONTACT NUMBERS

Emergency Services		Phone Number
WA Police	Life-threatening or time critical emergency	000
	Non-life threatening incident requiring Police response	131 444
	Bridgetown Police Station	9761 1666
Ambulance Bridgetown office - St John Ambulance		000 9761 1049
Fire and Emergency Services Authority		000
Greenbushes Fire and Rescue Services (Greg Kennedy)		0427 577 821
Community Emergency Service Manager (Chris Sousa)		0428 611 125 9761 0901
DFES Regional Duty Coordinator		9771 6820
DFES information line		133 337
DFES Communication Centre via State Operation Centre		1800 198 140
State Emergency Service		132 500
Local SES Unit Duty Mobile Bridgetown Manager – Paul Hegney		9761 1877 0429 611 879 0409 105 755
Hospitals – Bridgetown Boyup Brook Donnybrook		9782 1222 9765 0222 9780 4333
Poisons Information Centre		131 126
Gas		131 352
Electricity / Western Power		131 351
Water Corporation		131 375
Health Direct		1800 022 222
Bridgetown Shire		9761 1555
Pollution Watch		1300 784 780
Main Roads Department Business Hours On-call officer		138 138 9724 5600 0439 903 864
Talison Mine		9782 5700
Greenbushes Community Shed Chairperson – Grant Macdonald Vice Chair – Angie Cornish		0427 145 147 0439 612 628

Greenbushes CRC Staff		Phone Numbers	
Role	Name	Daytime	Mobile
Coordinator	Nicole Ward	9764 3575	0412 160 675
Bookkeeper	Julie Russell	9764 3575	
Trainee	Sophie Wilkinson-Knight	9764 3575	
Tech & Admin Support Officer	Terry Somerton	9764 3575	

EMERGENCY AND CRITICAL INCIDENT RESPONSE

The Incident Controller (Manager or Emergency Services) will determine the level of response and specific actions taken by considering;

- the potential and likely impact of the emergency or critical incident on the community (including businesses, schools and community members);
- the timing of the incident (time of day, whether it occurs during a weekend or in the school holidays and upcoming events);
- the extent to which the incident is site-specific or community-oriented;
- the location of the emergency or critical incident;
- weather conditions;
- the cumulative effect of other emergencies or critical incidents which have affected the site in the recent past;
- the social, cultural, lingual, economical, geographical and other community factors; and
- the management role that other agencies play under legislature or policy.

A ASSESS THE SITUATION, CALL EMERGENCY SERVICES AND ASSIST THOSE IN DANGER	
ACTIONS	COORDINATED BY
<input type="checkbox"/> Verify information.	Coordinator
<input type="checkbox"/> Take appropriate safety precautions (e.g. turn off gas, solar panels, water and/or electricity).	Coordinator
<input type="checkbox"/> Administer First Aid where appropriate.	Coordinator Trainee IT Officer
<input type="checkbox"/> Contact emergency services as appropriate: Ambulance, WA Police, Fire Brigade, gas provider, water provider, electricity provider.	Trainee Bookkeeper IT Officer
<input type="checkbox"/> Ensure the incident site remains secure and undisturbed where WA Police or DFES are likely to be involved.	Coordinator
<input type="checkbox"/> Activate an incident management team to plan further actions and enact the response plan. Allocate specific responsibilities.	Coordinator
<input type="checkbox"/> Record details of event, including the source/s of information. Make notes as information is received. (See the Emergency and Critical Incident Diary in the Appendix).	Coordinator

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EVACUATE (ON-SITE OR OFF-SITE) OR LOCKDOWN

ACTIONS	COORDINATED BY
<input type="checkbox"/> Consider the need to evacuate either on-site or off site.	RED / Coordinator
<input type="checkbox"/> Liaise with Management Committee and surrounding business owners, considering lockdown.	Coordinator
<input type="checkbox"/> Communicate the evacuation or lockdown using predetermined activation signals.	Coordinator
<input type="checkbox"/> Take the evacuation kit to the designated assembly area/administration area.	Coordinator
<input type="checkbox"/> See checklist of specific lockdown actions.	Coordinator
<input type="checkbox"/> Notify the Police/FESA Communication Centre and seek advice as to whether off-site evacuation is safe.	Coordinator

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INFORM

ACTIONS	COORDINATED BY
<input type="checkbox"/> Contact Management Committee, business owners, school,	Staff
<input type="checkbox"/> Consult with DFES, SES, Shire	Staff

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ORGANISE TO SUPPORT THOSE AFFECTED (as determined by the assessment of the situation)

ACTIONS	COORDINATED BY
<input type="checkbox"/> Offer immediate comfort and support to those most affected.	Staff
<input type="checkbox"/> Ensure all information received via SES, DFES, Shire is distributed and displayed appropriately for community accessibility	Coordinator Trainee IT Officer
<input type="checkbox"/> Brief all staff of known facts Ensure everyone knows how to respond to media and understands support strategy for community	Coordinator On site DFES & SES
<input type="checkbox"/> Set up a recovery room utilising a Hot Office	Coordinator
<input type="checkbox"/> Identify and notify others who need early advice (e.g. Talison, local community businesses)	Coordinator Trainee IT Officer
<input type="checkbox"/> Send the inconsolable / distressed to one of our Hot Offices	Available Staff Volunteers

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UNDERTAKE RECOVERY OPERATIONS AT THE END OF THE DAY

ACTIONS	COORDINATED BY
<input type="checkbox"/> Debrief all staff as necessary. Review with the Emergency Management team and plan for the next day.	Coordinator

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UNDERTAKE RECOVERY OPERATIONS AT THE END OF THE DAY

ACTIONS	COORDINATED BY
<input type="checkbox"/> Organise necessary relief, volunteers, support, administration and front office needs.	Coordinator
<input type="checkbox"/> Liaise with local agencies for possible after hours/weekend support.	Coordinator

Greenbushes CRC EVACUATION KIT

The Greenbushes CRC evacuation kit comprises:

- back up files / Nasbox
- torch and spare batteries
- first aid kit.

ON-SITE EVACUATION PROCEDURES

DUTIES FOR EVACUATION PERSONNEL	
ROLE	DUTY
Coordinator &/or Technical & Admin Officer	<p>Assess situation.</p> <p>Sweep of building and out buildings (including the Community Shed) to check for customers.</p> <p>IF SAFE TO DO SO:</p> <ul style="list-style-type: none"> • turn gas cylinders and electricity off • shutdown the solar panels (turn off inverter switch & PV array DC isolator/s); • close windows and doors. <p>Proceed to designated assembly area.</p> <p>Monitor situation and ensure that no-one returns to any building unless authorised to do so after consultation with emergency services.</p>
Trainee	<p>Call 000</p> <p>Collect back up data.</p> <p>Collect the evacuation kit.</p> <p>Proceed to designated assembly area.</p>

EVACUATION INSTRUCTIONS

On hearing the alert (verbally, automatic alarm or manual alarm):

- All staff and visitors should collect their belongings **(UNLESS THE THREAT IS IMMEDIATE, SUCH AS A FIRE OR EARTHQUAKE)**.
- In the event of a threat of **FIRE**, close all doors and windows and turn off power and gas supply **(ONLY WHEN IT IS SAFE TO DO SO)**.
- In the event of a **BOMB THREAT**, open all doors and windows.
- Assist staff, visitors with disabilities or special needs.
- Return to building in an orderly and safe manner, when instructed to do so.

FIRE – ASSEMBLY AND EVACUATION PROCEDURES

1. **FIRE WARNING:** identified by smoke detector activated **SIREN** or: **EMERGENCY WARNING:** continuous blasts of the **WHISTLE** or megaphone **SIREN**.
2. The Coordinator, or in their absence, the Trainee or Technical & Admin Support Officer initiates a **SWEEP OF THE BUILDING (including outbuildings and community shed)**.
3. Fight fire with existing equipment (**ONLY WHEN IT IS SAFE TO DO SO**).
4. In case of fire, sound the evacuation alert and direct all staff and visitors to the **EVACUATION ASSEMBLY AREA**.
5. Allow staff and visitors to collect belongings (**ONLY WHEN IT IS SAFE TO DO SO**).
6. On sounding of the alert, evacuate all staff and visitors in an orderly manner.
7. Coordinator to call the **FIRE BRIGADE** on **000**
8. Close all doors and windows.
9. Turn off power, gas supply and solar panels (**ONLY WHEN IT IS SAFE TO DO SO**).
10. **DO NOT** leave assembly area until advised to do so.
11. Return to building (**ONLY WHEN IT IS SAFE TO DO SO**).
12. If a **SAFER LOCATION** is required, move to the town emergency assembly point – the **GREENBUSHES TOWN HALL**

CASUALTIES

In the event of an accident - administer first aid in accordance with the circumstances of the occurrence of the accident.

- **DO NOT PANIC**
- If necessary, seek assistance from someone who is qualified in first aid.
- **DO NOT LEAVE THE INJURED PERSON ALONE.** Send someone else for help.
- If no-one is available to go for help, do whatever you can to assist the person until help arrives.
- **DO NOT** become a casualty. Protect yourself, the casualty and any other person from the danger.
- If the injured person is still in danger, either:
 - Remove him or her from the hazard (for example, in the case of smoke inhalation, move the person to an area where there is fresh air); or
 - Remove the hazard from the person (for example, in the case of electrocution, switch the power off).
- If the situation looks life threatening, try to get urgent medical attention from paramedics or medical practitioner.
- When medical help arrives, assist in the management of the casualty if asked to do so.

